



March 6, 2002

General Office
1844 Ferry Road
Naperville, IL 60563
888/642-6748

Account
Meter #

Dear Tawanna S Moore:

We have been unable to reach you by mail or phone about the meter exchange at your property.

Please contact us at the number above as soon as possible to schedule a date for the meter exchange to take place. Our service person will need access to your property for about 30 minutes. We will turn off gas service, exchange the meter and restore service, including relighting all appliance pilot lights. There will be no charge for this work.

You MUST make arrangements to allow us access to your property and our meter. If you do not contact us immediately to arrange a meter exchange, we will be forced to DISCONNECT YOUR NATURAL GAS SERVICE. While we regret having to take this step, we will need to turn off your natural gas service.

If you have already set up an appointment to have your meter exchanged, please disregard this letter. If you have not scheduled your meter exchange, please call our office between 8:00 a.m. and 4:30 p.m. as soon as possible or through the Internet at www.nicor.com/mx.

Sincerely,

Customer Care Services

Control Number 092201

OFFICIAL FILE
DOCKET NO. 03-0367
Nicor Exhibit No. S
Witness
Date 3/31/04 Reporter F.C.